

**CITY OF LINCOLN**  
**DIRECTOR OF SUPPORT SERVICES**

<i>Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications <b>may not include all</b> duties performed by individuals within a classification. In addition, specifications are intended to outline the <b>minimum</b> qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.</i>
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**DEFINITION:**

Under administrative direction, plans, manages, oversees and directs the operations and services of the Support Services Department which includes finance, records management, information technology and central services; coordinates activities with other City officials, departments, outside agencies, and organizations; provides responsible and complex staff support to the City Council and City Manager; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

The **Director of Support Services** is the administrative management level class, which oversees all functions and operations of the Support Services Department and is responsible for all budgeting, accounting, and cash management functions for the City, the City's risk management program, information technology support services, and central services activities. This classification is distinguished from the next lower classification of Assistant Director of Support Services by the performance of overall department management responsibilities.

**SUPERVISION RECEIVED/EXERCISED:**

Receives administrative direction from the City Manager. Exercises direct and indirect supervision over management, professional, technical, and office support staff.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Accepts full responsibility for all Support Services Department activities and services, including the budgeting, accounting, cash management, risk management, information technology, and telecommunications support, and centralized purchasing.
- Develops, implements, and maintains Support Services Department goals, objectives, policies, and procedures; reviews and evaluates work methods and procedures for improving organizational performance, enhancing services and meeting goals; ensures that goals are achieved.
- Plans, directs, and coordinates the Support Services Department's work plan through appropriate department staff; assigns work activities and responsibilities to appropriate department personnel; reviews and evaluates organizational effectiveness and productivity; identifies and resolves problems and/or issues.
- Oversees the selection, training, and evaluation programs for all Support Services personnel; provides or coordinates in-service training; identifies and resolves staff deficiencies; fulfills discipline

procedures; reviews the work of department personnel to ensure compliance with applicable federal, state, and local laws, codes, and regulations.

- Participates in the development of the City budget; monitors and administers the adopted budget; develops long range forecasts of cash flow, revenue, and funding; supervises and participates in mid-year budget reviews.
- Plans, directs, and participates in periodic audits of City finances; performs the technical duties of treasurer; manages City cash and assessment district investments; supervises the preparation and/or prepares quarterly investment reports, redevelopment, and other financial reports.
- Prepares, manages, and coordinates the development of the Support Services budget; prepares forecasts of necessary funds for staffing, materials, and supplies; presents, justifies, and defends programs, operations, and activities; monitors and approves expenditures; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary.
- Serves as a resource for department personnel, City staff and other organizations; coordinates pertinent information, resources, and work teams necessary to support a positive and productive environment.
- Attends and participates in professional and community meetings; stays current on issues relative to the field of Support Services and service delivery responsibilities; maintains a customer service orientation within the department; responds to and resolves sensitive and complex community and organizational inquiries and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, associations, City management and staff, and the public.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking on slippery, level and uneven surfaces, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. The position also requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The nature of the work also requires the incumbent to drive motorized vehicles. The need to lift, drag, and push files, paper and documents weighing up to 25 pounds is also required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Director of Support Services**. A typical way of obtaining the required qualifications is to possess the equivalent of five years of broad and extensive experience in financial or business management, including at least three years in a responsible management capacity, and a bachelor's degree in finance, accounting, public administration, business administration or a related field.

**License/Certificate:**

Possession of, or the ability to obtain, a valid class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Modern principles, practices and techniques of municipal finance administration, organization, and operation; Generally Accepted Auditing Standards (GAAS) and Generally Accepted Accounting Principles (GAAP); principles and practices of automated financial management systems; principles and practices of information technology and telecommunications systems; internal audit controls and municipal financial analysis; cost accounting and analysis; principles and practices of budget administration; methods and techniques of supervision, training, and motivation; applicable federal, state and local laws, codes, and regulations, including governmental grant requirements; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Ability to:**

Plan, direct, manage, and coordinate the work of the Support Services Department; analyze complex financial and administrative issues, facilitate group participation and consensus building; participate in the establishment of division and/or department goals, objectives, policies, and methods for evaluating achievement and performance levels; demonstrate strong people and problem solving skills, be self-motivated, display positive character, and provide for an innovative culture; interpret, explain, and apply applicable laws, codes, and regulations; plan, organize, train, and evaluate the direct work of assigned staff; make adjustments to standard operating procedures as necessary to improve organizational effectiveness; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make decisions within established guidelines; analyze a complex issue, develop, and implement an appropriate response; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and variety of word processing and financial software applications.

<b>Salary Range:</b>	\$101,271 (Step A) - \$135,713 (Step G)
<b>FLSA:</b>	Exempt
<b>Employee Group:</b>	Contract/At Will
<b>Adopted:</b>	